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May 30, 2001

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, Massachusetts 02110

**Complaint of Manuel Chaves With Respect to the Marketing Practices of
Commonwealth Gas Company; D.T.E. 00-77**

Dear Secretary Cottrell:

Enclosed please find the responses of Commonwealth Gas Company¹ (the "Company") to the following information requests issued by the Department of Telecommunications and Energy (the "Department") in this docket: DTE-1-1, DTE-1-2, and DTE 1-3. The Company originally filed these responses with the Department on October 18, 2000 (see enclosed copy of cover letter). However, it has come to the Company's attention that those responses were inadvertently designated as docket D.T.E. 00-57 (and not D.T.E. 00-77). Thus, the Company is refiling these responses to ensure that the responses are placed in the proper docket. The Company also will file these responses with the Department electronically.

I apologize for any inconvenience that may have resulted from the October 18th
If you have any questions, please contact me.

Sincerely,

A handwritten signature in dark ink that reads "John Cope-Flanagan". The signature is fluid and cursive, with the first name "John" being particularly prominent.

John Cope-Flanagan

Enclosures

cc: Caroline O'Brien, Hearing Officer
Andreas Thanos, Assistant Director, Gas Division
Usher Fogel, Esq.

Effective March 26, 2001, Commonwealth Gas Company's name changed to NSTAR Gas Company.

Information Request DTE-1-1

Please describe in detail how the Company is currently handling requests from gas customers regarding installation and maintenance of gas-fired heating equipment.

Response

Installation

ComGas does not install gas fired heating equipment, except for gas conversion burners (which represent a small percentage of gas-fired heating equipment installations performed throughout any given year). Installation work is primarily performed by third-party contractors. In the circumstance where a ComGas service technician has 'red-tagged' gas equipment (tagged the equipment as unsafe and in need of immediate replacement) at a customer location, the technician provides the customer with a card identifying the appropriate classifications within the Yellow Pages that list vendors who could sell the needed equipment (including ComGas), allowing the customer to choose from whom to purchase the equipment.

Maintenance

As part of its business, ComGas offers its customers appliance maintenance and repair services. Presently, when a call is received for maintenance (service) the Company dispatches a service technician to that job.

Information Request DTE-1-2

Refer to page 3 the Company's letter of July 27, 2000, please discuss

- a. the type of review of its contractor referral process the Company has performed to date;
- b. the Company's revised process for contractor referral.

Response

- a. The Company has re-examined its current process and has fully reviewed information relative to the process employed by Bay State Gas and other service businesses.
- b. It is the Company's intention to implement a process for service requests similar to that utilized for red-tagged equipment found by service technicians, as described in the Company's response to Information Request DTE 1-1.

When a customer calls the Company with a service request, the call center representative will state that the Company can perform this work as well as other businesses and will identify where those other businesses can be found in the Yellow Pages.

Information Request DTE-1-3

If the answer to Request 2(b) is yes, please provide a narrative of the process; if the answer is no, please discuss why not.

Response

Given that individuals whose jobs are affected by a change in the contractor referral process are governed by collective bargaining agreements, the Company has been engaged in discussions relative to changes in work practices. These discussions continue to move in a positive direction, and the Company fully expects to implement the revised process noted in the Company's response to Information Request DTE 1-2 (b) on December 1, 2000.



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The NSTAR Companies

*Boston Edison
ComElectric
ComGas
Cambridge Electric*

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October 18, 2000

Mary L. Cottrell, Secretary
Department of Telecommunications & Energy
One South Station, 2nd Floor
Boston, Massachusetts 02110

2000 OCT 18 PM 4 38
C N N

Re: Manuel Chaves v. Commonwealth Gas Company
D.T.E. 00-57

Dear Madam Secretary:

Commonwealth Gas Company is pleased to supply its responses to the information requests listed on the attached sheet.

Sincerely,

John Cope-Flanagan

Enclosures

cc: Caroline O'Brien, Hearing Officer
Andreas Thanos, Assistant Director, Gas Division (2 copies)
Usher Fogel, Esq.

Responses to Information Requests

DTE-1-1
DTE-1-2
DTE-1-3

October 18, 2000